

## Invitations into the Blue at your facility

### GRAY

#### SITUATION #1:

Parent calls....

PARENT SAYS: “Can’t believe it. Figures. Should have known this would happen...I’ve left several messages and nobody calls me back...What’s the use?”

#### SITUATION #2:

Changes bringing additional responsibilities have been announced at a meeting.

COLLEAGUE SAYS: “More changes. Can’t even do my work now. Now what? Boy...keeping up is hopeless...”

#### SITUATION #3:

You walk up to a student...

STUDENT SAYS: “I can’t figure things out here...And nobody is willing to help me. I don’t know why I try to keep things together. It’s not worth it. Forget it.”

#### SITUATION #4:

Student calls because she thought information she needed would come earlier. You answer the phone and she says:

STUDENT SAYS: “Oh. Hi. Jeeze...I think I just wasted a bunch of time. But I thought that information I needed would come earlier. I should have known...”

### GREEN

#### SITUATION #1:

Caller is talking so softly, you can barely hear...

CALLER: “Sorry to take your time. I don’t know how to handle this. I got a message that my son is being disruptive. I don’t understand...Oh I shouldn’t bother you.”

#### SITUATION #2:

A coworker makes a logistical error that really complicates things. You are the one who discovered the error and brings it to their attention.

COWORKER SAYS: “Aww, man! I can’t believe I did that. I’m so sorry. I don’t know what I was thinking. I knew I’d mess this up.”

#### SITUATION #3:

A student walks up to you...

STUDENT SAYS: “I hate to bother you. It’s not your fault—but I’ve tried everything to get along with other students, but nothing seems to work. Oh, I shouldn’t say anything...”

#### SITUATION #4:

You and a student are in the cafeteria.

STUDENT SAYS: “Have a moment? I don’t know how to say this, but...no one seems to have time to answer my questions. I don’t want to keep bugging everyone.”

### RED

#### SITUATION #1:

An irate parent calls because information he wanted hasn’t arrived.

PARENT SAYS: “I never received a call or anything! You’re messing with my kid’s future. You guys are a joke! What are you gonna do about it?”

#### SITUATION #2:

You return to the office (after being away 10 minutes) to find a student waiting for you.

STUDENT SAYS: “This place must be a circus! Give me a break. I’ve been waiting for hours. I want resolution of my problem now... Now!”

#### SITUATION #3:

A teacher comes up to you...

TEACHER SAYS: “People here are totally incompetent. I hate working with this team of people. What a bunch of clowns!”

#### SITUATION #4:

A Student who did not pass an exam calls...

STUDENT SAYS: “It’s your fault that I didn’t pass. What’s wrong with you? I want something done. Now.”

## Observer's Guide

*When you are the observer, for each of the 3 role plays you observe, answer the following...*

	<u>GRAY</u>	<u>GREEN</u>	<u>RED</u>
1. What color was the person?			
2. Did the contact person use the appropriate approach? (Directive, Supportive, Participative)			
3. What was <b>effective</b> about the contact person's approach?			
4. What could the contact person do <b>differently</b> next time?			
5. Was the problem resolved in a Win/Win manner?			
Other constructive comments...			